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| What's your conflict management style? | |
| **Instructions: Listed below are 15 statements. Each strategy provides a possible strategy for dealing with a conflict.**  **Give each a numerical value**  **(i.e., 1=Always, 2=Very often, 3=Sometimes, 4= Not very often, 5= Rarely, if ever.)**  **Don't answer as you think you should, answer as you actually behave.** | |
| 1. I argue my case with peers, colleagues and co-workers to demonstrate the merits of the position I take. |  |
| 1. I try to reach compromises through negotiation |  |
| 1. I attempt to meet the expectation of others |  |
| 1. I seek to investigate issues with others in order to find solutions that are mutually acceptable. |  |
| 1. I am firm in resolve when it comes to defending my side of the issue. |  |
| 1. I try to avoid being singled out, keeping conflict with others to myself. |  |
| 1. I uphold my solutions to problems. |  |
| 1. I compromise in order to reach solutions. |  |
| 1. I trade important information with others so that problems can be solved together. |  |
| 1. I avoid discussing my differences with others. |  |
| 1. I try to accommodate the wishes of my peers and colleagues. |  |
| 1. I seek to bring everyone's concerns out into the open in order to resolve disputes in the best possible way |  |
| 1. I put forward middle positions in efforts to break deadlocks |  |
| 1. I accept the recommendations of colleagues, peers, and co-workers |  |
| 1. I avoid hard feelings by keeping my disagreements with others to myself. |  |

**Scoring**: The 15 statements you just read are listed below under five categories. Each category contains the letters of three statements. Record the number you placed next to each statement. Calculate the total under each category.

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Competing/**  **Forcing shark** | | **Collaborating Owl** | | **Avoiding Turtle** | | **Accommodating Teddy Bear** | | **Compromising Fox** | |
| A |  | D |  | F |  | C |  | B |  |
| E |  | I |  | J |  | K |  | H |  |
| G |  | L |  | O |  | N |  | M |  |
| TOTAL |  | TOTAL |  | TOTAL |  | TOTAL |  | TOTAL |  |

**Results**: My dominant style is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(Your **LOWEST**score)

and my back-up style is\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Your second Lowest score)

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| Conflict Management Styles |
| The Competing Shark  Risultati immagini per clipart shark  Sharks use a forcing or competing conflict management style  Sharks are highly goal-oriented  Relationships take on a lower priority  Sharks do not hesitate to use aggressive behaviour to resolve conflicts  Sharks have a need to win; therefore others must lose, creating win-lose situations  Advantage: If the shark's decision is correct, a better decision without compromise can result  Disadvantage: May breed hostility and resentment toward the person using it  Appropriate times to use a Shark style:   * when conflict involves personal differences that are difficult to change * when fostering intimate or supportive relationships is not critical * when others are likely to take advantage of non-competitive behaviour * when conflict resolution is urgent; when decision is vital in crisis * when unpopular decisions need to be implemented |
| The Avoiding Turtle  http://images.clipartpanda.com/sea-turtle-clipart-black-and-white-sea-turtle-clipart-black-and-whiteturtle-clip-art-black-and-white-clipart-panda---free-clipart-images-xtpugopm.png  Turtles adopt an avoiding or withdrawing conflict management style  Turtles would rather hide and ignore conflict than resolve it; this leads them uncooperative and unassertive  Turtles tend to give up personal goals and display passive behaviour creating lose-lose situations  Advantage: may help to maintain relationships that would be hurt by conflict resolution  Disadvantage: Conflicts remain unresolved, overuse of the style leads to others walking over them  Appropriate times to use a Turtle Style:   * when the stakes are not high or issue is trivial * when confrontation will hurt a working relationship * when there is little chance of satisfying your wants * when disruption outweighs benefit of conflict resolution * when gathering information is more important than an immediate decision * when others can more effectively resolve the conflict * when time constraints demand a delay |
| The Accommodating Teddy Bear  http://www.clker.com/cliparts/9/z/8/D/G/O/teddy-bear-md.png  Teddy bears use a smoothing or accommodating conflict management style with emphasis on human relationships  Teddy bears ignore their own goals and resolve conflict by giving into others; unassertive and cooperative creating a win-lose (bear is loser) situation  Advantage: Accommodating maintains relationships  Disadvantage: Giving in may not be productive, bear may be taken advantage of  Appropriate times to use a Teddy Bear Style:   * when maintaining the relationship outweighs other considerations * when suggestions/changes are not important to the accommodator * when minimizing losses in situations where outmatched or losing * when time is limited or when harmony and stability are valued |
| The Compromising Fox  http://images.clipartpanda.com/fox-clip-art-fox_outline.png  Foxes use a compromising conflict management style; concern is for goals and relationships  Foxes are willing to sacrifice some of their goals while persuading others to give up part of theirs  Compromise is assertive and cooperative-result is either win-lose or lose-lose  Advantage: relationships are maintained and conflicts are removed  Disadvantage: compromise may create less than ideal outcome and game playing can result  Appropriate times to use a Fox Style:   * when important/complex issues leave no clear or simple solutions * when all conflicting people are equal in power and have strong interests in different solutions * when there are no time restraints |
| The Collaborating Owl  https://s-media-cache-ak0.pinimg.com/236x/10/48/6a/10486a7c0e01ede63b56a3baab57fb73.jpg  Owls use a collaborating or problem confronting conflict management style valuing their goals and relationships  Owls view conflicts as problems to be solved finding solution agreeable to all sides (win-win)  Advantage: both sides get what they want and negative feelings eliminated  Disadvantage: takes a great deal of time and effort  Appropriate times to use an Owl Style   * when maintaining relationships is important * when time is not a concern * when peer conflict is involved * when trying to gain commitment through consensus building * when learning and trying to merge differing perspectives |